

Atomic Wallet Privacy Policy

Privacy-First Approach: Atomic Wallet is built with privacy as a core principle. As a non-custodial wallet, we never have access to your funds, private keys, or sensitive financial data. This Privacy Policy explains how we handle the limited information we collect to provide and improve our services.

1. Introduction and Scope

This Privacy Policy describes how Atomic Wallet ("we," "our," or "us") collects, uses, stores, and protects information when you use our non-custodial cryptocurrency wallet services, website, and related applications. We are committed to maintaining the privacy and security of your personal information while providing a superior user experience.

2. Core Privacy Principles

Atomic Wallet operates on these fundamental privacy principles:

- **Non-Custodial Design:** We never access, store, or control your private keys or funds
- **Data Minimization:** We collect only essential information necessary for service operation
- **Transparency:** We clearly communicate our data practices and purposes
- **User Control:** You maintain control over your personal information and wallet data
- **Security First:** We implement robust security measures to protect your data

3. Information We Collect

Personal Information

- Email address (for support and communications)
- Contact information (when provided voluntarily)
- KYC data (only when using third-party purchase services)

Technical Information

- Device information and operating system
- IP address and general location data
- App usage statistics and crash reports
- Wallet address information (public keys only)

4. What We Don't Collect

Critical Privacy Protection: Atomic Wallet does NOT collect:

- Private keys or seed phrases (they remain on your device only)

- Transaction history beyond public blockchain data
- Wallet balances or specific asset holdings
- Sensitive financial information
- Personal identification beyond what's voluntarily provided

5. How We Use Collected Information

We use the limited information we collect for specific purposes:

- **Service Operation:** To provide and maintain wallet functionality
- **Improvement:** To enhance user experience and develop new features
- **Security:** To protect against fraud and maintain service integrity
- **Communication:** To respond to support requests and provide updates
- **Analytics:** To understand usage patterns and optimize performance

6. Third-Party Services and Data Sharing

Atomic Wallet integrates with third-party services that have their own privacy policies:

- **Exchange Partners:** Changelly, ShapeShift (for atomic swaps)
- **Purchase Providers:** Simplex, MoonPay (may require KYC)
- **Analytics Services:** Anonymous usage data for improvement
- **Support Platforms:** Customer service and communication tools

We carefully vet third-party providers and require them to maintain appropriate data protection standards.

7. Data Storage and Security

We implement comprehensive security measures to protect your information:

- Encryption of sensitive data in transit and at rest
- Secure server infrastructure with regular security audits
- Access controls and authentication protocols
- Regular security updates and vulnerability monitoring
- Data minimization and retention policies

8. Data Retention Periods

We retain different types of information for specific periods:

- **Support Data:** Retained for 3 years after last contact
- **Analytics Data:** Anonymous data retained for 2 years
- **Communication Records:** Retained for 2 years
- **Technical Logs:** Rotated and deleted every 90 days

9. User Rights and Control

You have the following rights regarding your personal information:

- **Access:** Request information about what data we hold
- **Correction:** Update or correct inaccurate information
- **Deletion:** Request deletion of your personal data
- **Objection:** Object to certain data processing activities
- **Portability:** Request a copy of your data in machine-readable format

10. International Data Transfers

As a global service, Atomic Wallet may process and store data in various locations worldwide. We ensure appropriate safeguards are in place for international data transfers, including standard contractual clauses and adequacy decisions where applicable.

11. Cookies and Tracking Technologies

Our website may use cookies and similar technologies for:

- Essential website functionality and security
- Analytics and performance monitoring
- User preference storage
- Marketing and communication optimization

You can control cookie preferences through your browser settings.

12. Children's Privacy

Atomic Wallet does not knowingly collect or solicit personal information from children under 16 years of age. If we learn we have collected personal information from a child under 16, we will delete that information promptly.

13. Policy Updates and Changes

We may update this Privacy Policy to reflect changes in our practices or legal requirements. We will notify users of material changes through:

- In-app notifications and announcements
- Website updates and email communications
- Updated "Last Updated" date prominently displayed

14. Contact Information

For privacy-related questions, data requests, or concerns about this Privacy Policy, please contact us:

- **Email:** privacy@atomicwallet.io
- **Data Protection Officer:** dpo@atomicwallet.io
- **Website:** <https://atomicwallet.io/privacy>
- **Support Center:** <https://support.atomicwallet.io>

We typically respond to privacy inquiries within 48 hours and aim to resolve all concerns promptly and thoroughly.

Your Privacy Matters: Atomic Wallet is committed to protecting your privacy and maintaining the trust you place in our services. We continuously work to enhance our privacy practices and maintain transparency about how we handle your information in our non-custodial cryptocurrency wallet ecosystem.